

# **Age 18 Disability Re-Determinations “Where’s the Bridge” Kaizen Event Report**

**“The Bridge Builders” Team**

**February 25-29, 2008**

# **How We Got Here**

**Lori & Daette**

# The Team



# Team Members

Dennis

- Lori Adams, IWD
- Rod Van Wart, City of Des Moines
- Tom Wardlow, City of Newton
- Daette Quick, DDS
- Brian Maloney, DDS
- Lisa Mason, DED
- Mike Williams, DHR
- Linda Kerr-Davis, SSA Disability
- Jim Scott, TBM
- Mike Rohlf, DOM
- Steve Randolph, Voc. Rehab.
- Kenda Jochimsen, Voc. Rehab.
- Jeff Schultz, DOC
- Doug Wolfe, DHS
- Jill Whitten, DHS
- Suzie Paulson, Iowa WIPA
- Tammie Amsbaugh, U of I
- Barbara Guy, Dept of Educ.
- Rich Luecking, TRANSCEN

# Scope

Linda

- This Kaizen event will address processes that impact young people with disabilities from age 16 to 21, who are at risk to lose or have lost financial, health, and/or related supports due to age 18 disability redetermination under adult criteria.



# Objectives

Brian

- Identify organizations/agencies offering assistance to young people with disabilities
- Determine an appropriate age level to begin targeting awareness efforts
- Develop coordination and collaboration among the identified service agencies through the Kaizen process.
- Employ responsive proactive network information sharing between agencies.
- Communicate with agencies, resources, etc... about the “model”.

# Goals

Mike W.

- To develop and employ a working model that can be implemented for those agencies serving the identified at risk population.
- Develop a model to build an awareness of assistance to 100% of the “at-risk” young people with disabilities identified.

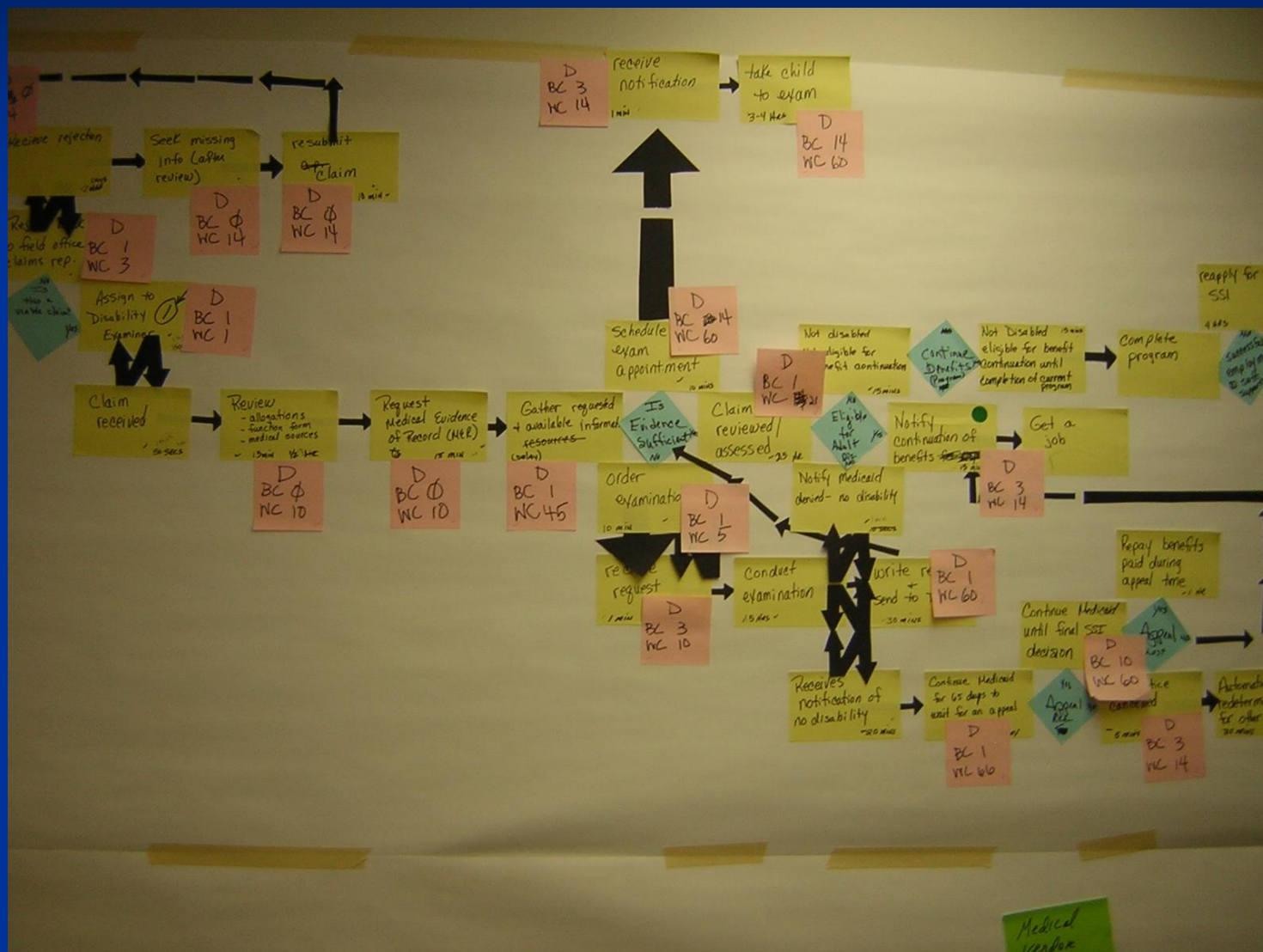
# Kaizen Methodology

Mike Rohlf

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities



# Daette



# Brainstorming

Tammie

- New and improved
- Common themes
- De-selection process

# Greatest Impact w/Ease of Implementation

Rod

- Education seminars to AEA, DHS, spec. ed. Teachers, case managers, multiple agencies. Presentation in statewide setting, add to AEA curriculum for SSI redetermination, publicize in AEA newsletters
- Pursue rapid employment model to obtain medical benefits
- Interagency training; identify all stakeholders in the educational process

# Greatest Impact w/Ease of Implementation

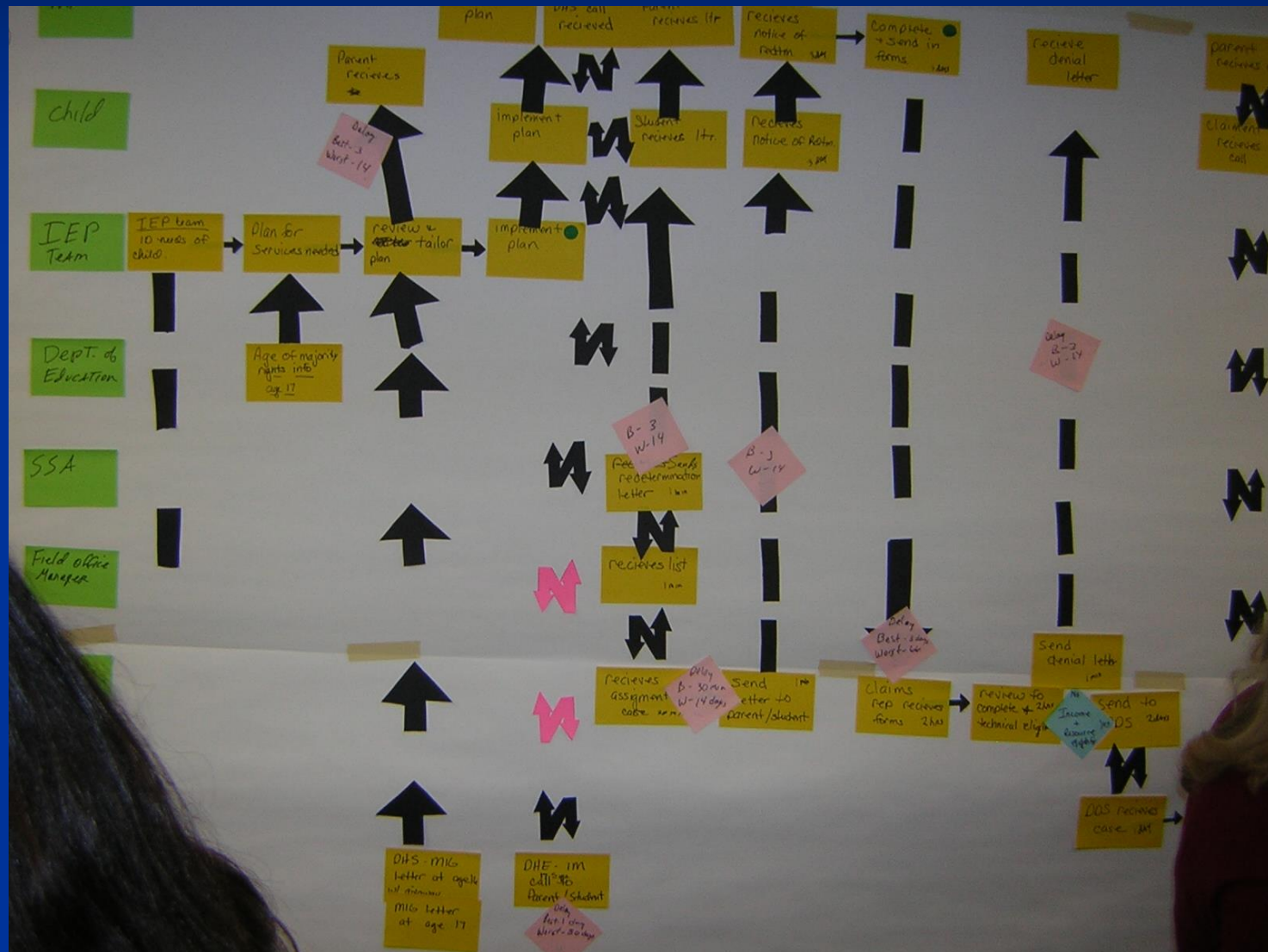
Rod

- DDS & DE discuss what's going to happen and how.
- IEP incorporates age 18 redetermination info & plans to continue education and to utilize work incentives that can provide additional safety nets if eligibility is ceased
- Referral to VR @ 10th grade
  - From school IEP/504 team to VR
  - From PEC's to VR
  - From HCBS to VR
  - Parent or self-direct to VR
- Train parents on transitional work incentives (SEIE, 301, pass) incentives for parents to participate in training
- DHS Medicaid informs claimant of options to continue benefits; use Medicaid address to send out mailings at 16 informing of age 18 redetermination; tell parents & students



# New Process

## Daette



# Results

Lori

|                             | Current Process | New Process |
|-----------------------------|-----------------|-------------|
| <b>#Steps in Process</b>    | 58              | 41          |
| <b>Lead time w/o delays</b> | 48.05 hours     | 3.33 hours  |
| <b># Handoffs</b>           | 22              | 17          |
| <b># Decisions</b>          | 10              | 4           |
| <b># Delays</b>             | 40              | 15          |
| <b>- Best case</b>          | 184 days        | 27 days     |
| <b>- Worst case</b>         | 1352 days       | 509 days    |
| <b># Value-added</b>        | 4 (6.9%)        | 5 (12.2%)   |



# Key Improvements

Jill

- Developed a real-life solution model that can be implemented NOW for “at-risk” youth.
- Improved chance for successful transition from school to post-secondary education or work.
- Achieved synergy through collaborative effort.
- Designed “front-end” of process to make the whole process more efficient.
- Developed process to provide information that affects living, learning and working conditions for “at-risk” youth at an earlier age.

# Key Improvements

Jill

- Enhanced communication among all stakeholders.

# Key Learnings

Steve

- The role of each individual agency.
- Impact of each agency's involvement in the process.
- Collaborative effort will achieve greater results.
- The goals of individual agency's efforts were more similar than different.

# Performance Measures

Brian

- State Data Exchange
  - Current pay
  - Who goes into “non-pay” as they go into Corrections system
  - Letters
  - Phone calls
- Hits on website
- Change in Indicator 14 (only a percentage of – a contributing factor)

# Performance Measures

Brian

- Percentage of ceased individuals who are continued via 301 (a contributing factor)
- Numbers into WIPA
- Numbers into Rapid Employment Model
- Number of outreach events

# Rollout Plan

Lori

| Item | Item Description                                 | Person Responsible | Due Date       |
|------|--|--------------------|----------------|
| 1    | Statewide steering team for CTP                  | Kenda & Daette     | April 30, 2008 |
| 2    | Transition Action Guide                          | Kenda              | Completed      |
| 3    | Age 18 redetermination info to Navigator         | Suzie              | March 3, 2008  |
| 4    | Age 18 redetermination info to Benefits Liaisons | Suzie              | March 3, 2008  |
| 5    | Rapid Employment Model                           | Lori               | In Place       |
| 6    | Complete marketing plan                          | Lori               | April 28, 2008 |



# Rollout Plan

Lori

| Item | Item Description   | Person Responsible | Due Date     |
|------|--|--------------------|--------------|
| 7    | DHS Call center – make initial contact                     | Jill               | Feb 29, 2008 |
| 8    | MIG Info – transition letters                              | Jill & Tammie      | May 28, 2008 |
| 9    | Marketing Intern – Develop Scope                           | Jill & Tammie      | Mar 28, 2008 |
| 10   | Web-based application added to existing transition website | Barb & Kenda       | Feb 28, 2009 |
| 11   | Disability Examiner Scripted phone call                    | Brian & Daette     | Mar 28, 2008 |
| 12   | Age of Majority – DOE                                      | Barb               | Aug 28, 2008 |

# **Team Member's Experience**

**Suzie, Rod & Brian**

# Comments

Mike Rohlf & Jim Scott

**We welcome your  
questions and comments!**